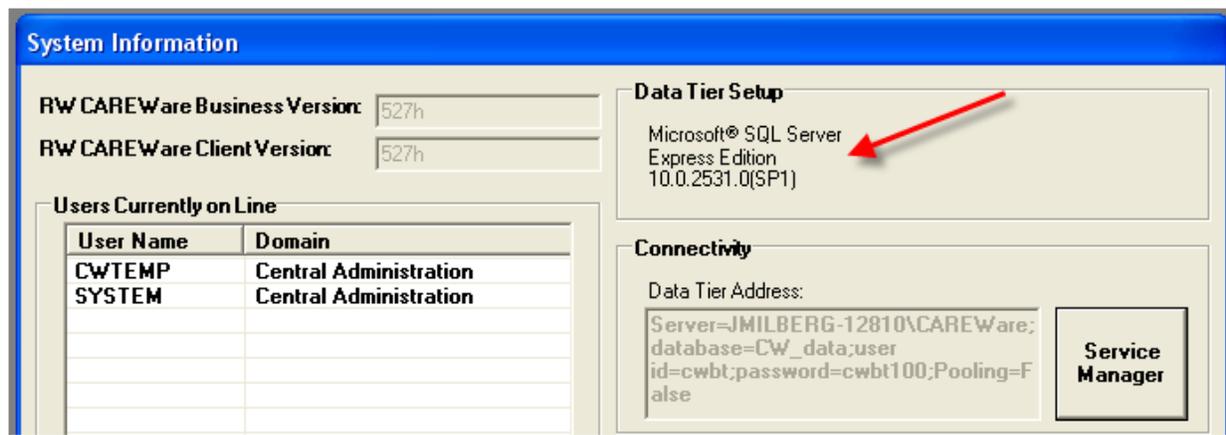


This document is designed to help you take the steps to improve the performance and speed of CAREWare. Use the table below to determine which scenario best describes your current configuration, and the actions to take.

If your CAREWare configuration is this...	And your Version of SQL Server is...	Consider this software upgrade ...	And these possible improvements...
Small use with 1 to 20 concurrent users	SQL Express 2000 (MSDE) or SQL Express 2005	SQL Express 2008 using conversion utility.	See small use checklist.
Medium use on a LAN or WAN with 20 to 50 users and 1-10 real-time providers	SQL Express 2000 (MSDE) or SQL Express 2005	SQL Express 2008 using conversion utility.	See medium use checklist.
30+ concurrent user and 10+ real-time providers on a wide area network or Internet	SQL Server 2000 or SQL Server 2005	Full SQL Express 2008 64-bit Standard or Enterprise Edition.	See heavy use checklist.

How do I know what version of SQL Server I have?

Press Control + I to obtain system information. The screen will show your version of SQL Server on the top right, as indicated here:



- Any number that begins with 8 is SQL Server 2000.
- Any Number that begins with 9 is SQL Server 2005.

- Any number that begins with 10 (as in the example above: 10.0.2531.0) is SQL Server 2008.
- If you have SQL Server 2000 and it says “Desktop Edition” then you have the “MSDE” free version that was distributed with CAREWare and you should upgrade to the free version of SQL Server 2008 which is now called “Express Edition”.
- If you have SQL Server 2005 and it says “Express Edition” then you have the free version that was distributed with CAREWare and you should upgrade to the free version of SQL Server 2008 which is also called “Express Edition”.
- If you have SQL Server 2008 and it says “Express Edition” then you have the free version that was distributed with CAREWare and that should be okay unless you are experiencing slowness due to heavy traffic or if your CW_Data.mdf file has exceeded or is pushing the maximum size of 4GB, in which case you should get the full version of SQL Server 2008.

Small Use Checklist : 1 to 20 concurrent users and 1 Real-time provider

- At least 2GB of memory (preferably) and a reasonably new computer with 32bit Operating System (OS) should be fine
- Upgrade to SQL Server 2008 Express Edition
- Check your .Net Framework Service Packs and SQL Server Service Packs to make sure they are latest versions. See the following link for the .NET Framework:
<http://www.jprog.com/faq.aspx#net20>
www.jprog.com/tools/frmwk2.0/build522/rwcarewaresetup32bit.exe
- or if 64-bit SQL Server then goto
www.jprog.com/tools/frmwk2.0/build522/rwcarewaresetup64bit.exe
- Make sure virus protection is in place

Medium Use Checklist : 20 to 50 concurrent users and 1 to 10 real-time providers

- If you have a 32-bit operating system make sure you have at least 4GB of memory. Consider upgrading to a 64-bit server if performance doesn't improve greatly after implementing the items on this checklist.
- If you have a 64-bit operating system you will benefit from adding more RAM if your SQL Server is also 64-bit. Remember, you can install a 32-bit version of SQL Server on a 64-bit operating system but it is not recommended because the SQL Server can't access more than 2GB of ram if it is only 32-bit (you are not benefitting all the way).

- Upgrade to SQL Server 2008 (64-bit if possible) Standard or Enterprise edition or SQL Server 2008 Express (64-bit if possible). Note that it is possible to use the Express edition if your CW_Data.mdf is below 4GB in size and is not growing at too fast a rate.
- Check your .Net Framework Service Packs and SQL Server Service Packs (see above links)
- Make sure virus protection is in place
- If users are connected to CAREWare over the internet, test their connection speed at a site like ***dslreports.com***. Make sure their connection is reasonably fast (i.e. 1000kbs or more for upload and download and make sure the server connection is also reasonably fast (e.g. 3000kbs or more up and down). Please consult with your IT staff on these matters.

Heavy Use Checklist: 30 or more concurrent users and 10 or more real-time providers

- If you have a 32-bit operating system make plans to purchase a 64-bit operating system.
- If you have a 32-bit SQL Server or a SQL Server 2000, make plans to purchase SQL Server 2008 64-bit Standard Edition or Enterprise Edition.
- Check your .Net Framework Service Packs and SQL Server Service Packs (see above)
- Make sure virus protection is in place
- If users are connected to CAREWare over the internet, test their connection speed at a site like ***dslreports.com***. Make sure their connection is reasonably fast (i.e. 1000kbs or more for upload and download and make sure the server connection is also reasonably fast (e.g. 3000kbs or more up and down). Please consult with your IT staff on these matters.
- Consider if a VPN and/or Citrix is appropriate.

How do I know if my computer is 32 or 64-bit and what's the difference?

- Check properties under "My Computer" . For more information on 32 vs. 64-bit operating systems, the following Microsoft Windows link may be useful:
<http://windows.microsoft.com/en-US/windows-vista/32-bit-and-64-bit-Windows-frequently-asked-questions>
- Please note that CAREWare plans to release a 64-bit version of the business tier in addition to the current 32-bit version.